

SECTION L

ATTACHMENT XIII

Quality Assurance Surveillance Plan and Performance-Based Fee Administration Plan for Information Technology Support Services

(DE-RP05-05OR23027)

**Quality Assurance Surveillance Plan
And Performance-Based Fee Administration Plan
For Information Technology Support Services
(DE-RP05-05OR23027)**

I. INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) and Performance-Based Fee Administration Plan (FAP) has been developed pursuant to the requirements of the [Performance Work Statement](#) (PWS) in Contract DE-RP05-05OR23027. The QASP/FAP provides an effective surveillance method for monitoring and evaluating the Contractor's performance for each of the objectives listed in the PWS. This plan sets forth procedures and guidelines that the Government will use in evaluating Contractor performance while implementing the Performance Work Statement.

The Contractor, and not the Government, is responsible for management and performance in accordance with the terms of the contract; assuring that the Government receives the quality service called for and only pays for the acceptable level of service. The Contractor is required to develop a comprehensive program of self-assessment inspections and monitoring actions. The role of the Government is to carry out quality assurance surveillance actions to ensure contract standards are achieved. In this contract, quality control is the driver for product quality.

II. DEFINITION OF TERMS

The Contracting Officer (CO), a federal employee, has the authority to administer this Contract.

The Contracting Officer's Representative (COR), a federal employee, serves as the day-to-day manager of this Contract. The COR is the CO's technical representative and assists the CO in administration of the contract, i.e. contract changes, performance problems, payments, etc.

The Contract Technical Monitor (CTM), a site contractor employee, supports the COR in ensuring that the Contractor complies with all requirements defined in the PWS.

The Contractor is the company providing the service and is responsible for contract performance in compliance with federal, state, and local statutes and DOE policy and directives.

Customer refers to the Department of Energy/Oak Ridge Operations and site contractors.

Evaluation Period is the contract interval at which the Quality Assurance Review will be performed. Initially the evaluation period is defined as six (6) months.

Quality Assurance Surveillance is the method by which the Contractor's performance will be monitored to ensure that the standards of the PWS are met within the ceiling price.

Performance Work Statement (PWS) is a statement of the technical, functional and performance requirements of the work to be performed which identifies essential functions to be performed, determines performance factors, including the location of the work, the units of work, the quantity of work units, and the quality and timeliness of the work units. It serves as the scope of work for the contract.

Site Contractors are BWXT Y-12 LLC, UT-Battelle LLC, and Bechtel Jacobs Company LLC (BJC) and any successors.

III. OBJECTIVE OF THE QASP/FAP

This plan provides a quality surveillance strategy for IT services to be performed in support of the NNSA's [Y-12 National Nuclear Security Complex](#) operated by BWXT Y-12 LLC, Department of Energy (DOE) [Oak Ridge National Laboratory](#) operated by UT-Battelle LLC, and the [Environmental Management Program](#) managed by Bechtel Jacobs Company LLC. The primary intent of the QASP/FAP is to provide a basis for monitoring and evaluating performance quality; the results of which will be utilized in determining the performance-based fee earned by the Contractor. The QASP/FAP will also afford the CO and the COR a productive mechanism to preclude major deficiencies in performance, provide input for the annual contractor performance evaluations, and make the determination of exercising contract options.

IV. METHODOLOGIES TO BE USED IN MONITORING CONTRACTOR PERFORMANCE

A quality-assurance review process will be used to monitor the Contractor's performance under this contract. The CTM is responsible for monitoring, assessing, recording, and reporting on the technical performance of the Contractor. The Contractor shall meet, at a minimum, the standards of quality and thoroughness established in the contract.

The QASP/FAP may be revised periodically as determined appropriate by the Performance Evaluation Team (PET). The Contractor shall be provided a 30-day notice of the revision.

V. FEE ADMINISTRATION

The following organizational structure is established for administering the performance-based fee process:

A. Fee Determination Official (FDO)

1. The Manager, Y-12 Site Office, is the FDO.
2. Primary FDO Responsibilities:
 - (a) Establish the Performance Evaluation Team (PET),
 - (b) Determine the performance-based fee earned and payable each evaluation period, and
 - (c) Revise the QASP/FAP as appropriate.

B. Performance Evaluation Team (PET)

The PET will evaluate contract performance for the evaluation period and prepare a written report of findings and a fee recommendation to the FDO.

The PET will review the QASP/FAP for effectiveness and recommend changes to the FDO. PET members shall be familiar with the QASP/FAP.

The PET will consist of:

1. Contracting Officer's Representative (COR),
2. Contract Technical Monitor(s) (CTMs) for tasks identified in the PWS, and
3. At the Customer's discretion, other officials may be asked to evaluate a particular deliverable or set of deliverables.

C. Performance Monitors

The CTM shall monitor performance. Responsibilities include:

1. Monitoring, evaluating, and assessing contractor performance of assigned tasks.
2. Reporting to the PET and FDO, as appropriate, to support evaluation of Contractor's performance.
3. Providing feedback to the Contractor throughout the performance period.
4. Recommending changes to the QASP/FAP, as appropriate.
5. Ensuring that the QASP/FAP is current and communicates performance expectations to the Contractor.

- D. The FDO will make a determination of the fee earned within 60 working days of the end of the evaluation period. The fee determination will be based on the performance objectives in the QASP/FAP.

The PET will determine the weighting of each objective prior to the start of the evaluation period. The PET will also determine the sub-tasks, if any, to be evaluated under each performance objective. This information will be communicated with the Contractor prior to the start of the evaluation period.

The performance objectives will be utilized in assessing the Contractor's performance. The FDO will determine the amount of fee earned based on the value assigned to each performance objective. The Contractor shall meet or exceed the Acceptable Quality Level (AQL) to earn the assigned fee. If the Contractor fails to meet an AQL, all fee assigned to that objective shall be forfeited.

The process used to determine the earned fee amount cannot be reduced to a mathematical formula or methodology. The expectation is that the Contractor's performance will meet or exceed performance standards.

- E. Customer actions which impact Contractor performance will be considered in the evaluation process.
- F. The FDO will consider the PET recommendations, feedback from the Contractor, and any other pertinent information in determining the earned fee amount for the period.
- G. The FDO's decision on the earned fee amount will be communicated to the Contractor in the Fee Determination Report (FDR).
- H. Based on input from the COR or PET the FDO is authorized to make unilateral changes to provisions of the plan.
- I. Fee Payment. Provisional fee payments may be paid at the rate of five (5) percent of the available fee per month as approved by the CO.
- J. [Schedule of Performance-Based Fee.](#)

VI. FEE DETERMINATION

The performance factors to be evaluated are identified below. Weights are used for the sole purpose of communicating the relative priorities assigned to the various performance objectives and in no way imply arithmetical precision to the judgmental determinations of the overall performance quality and the amount of fee earned. The Customer will notify the Contractor of the weights for the criterion, if any, in each performance objective prior to the start of the evaluation period. The sum of the performance ratings for each criterion will be used to determine the score for that performance objective. The sum for all performance objectives will be used to determine the total percentage.

Performance Objective	Assigned Weight
1. Workforce availability and competency	30%
2. Computer Resources And Services	30%
3. Requests for Support Services	30%
4. Customer satisfaction	5%
5. Effective communications	5%

- A. Basis or Standard for Measuring Performance.** Performance will be measured against the criteria identified in the QASP/FAP. Each criterion within a factor may be assigned a percentage. The total of the percentages for each criterion will equal the total percentage for that factor.
- B. Evaluation and Scoring of Performance.** Performance will be evaluated based on performance objectives and the associated measurements that are defined for the performance period.

FEE ADMINISTRATION PLAN

Performance Objective (Factor)	Percentage of Fee	Acceptable Quality Level (Criterion)	Means of Surveillance
1 Workforce availability and competency.	30%	<p>No more than two (2) occurrences of personnel not being provided within the Customer's requested timeframe.</p> <p>No instances of staff replaced due to inability to perform assigned duties as outlined in PWS.</p>	COR/CTM monitoring of Contractor performance and Customer satisfaction.
2 Computing Resources (e.g. computer center operations, servers, (operating systems and database administration), application support and networks)) and Services, as applicable, are available to Customer	30%	<p>Resources and services are available (except during pre-approved scheduled maintenance, power outages, and /or disasters) 99.9% during prime time (7 a.m. – 6 p.m. M-F for 99.85% of service 24 hours a day/7 days a week). See Note 1.</p> <p>Computer resource availability and management plan reported/updated monthly.</p> <p>Back-up process and schedule provided on time as outlined in PWS.</p>	COR/CTM monitoring of Contractor performance and availability logs.

Performance Objective (Factor)	Percentage of Fee	Acceptable Quality Level (Criterion)	Means of Surveillance
3 Requests for Support Services are responded to quickly and accurately.	30%	<p>80% of the calls for support are answered with no wait.</p> <p>No more than 1% of closed tickets receive negative user feedback.</p> <p>General help functions/services are available and provided within time constraints outlined in PWS and meet quality expectations.</p> <p>Provides requested management and support information on time as outlined in PWS.</p>	<p>COR/CTM monitoring of electronic tracking system.</p> <p>COR/CTM monitoring of Contractor performance and Customer satisfaction.</p>
4 Customer satisfaction with products and services.	5%	No more than <u>one (1)</u> instance of unresolved Customer complaint.	<p>COR/CTM monitoring of contractor performance.</p> <p>Customer satisfaction as measured through validated customer complaints and/or feedback to COR/CTM.</p>
5 Effective communications with Customer staff responsible for contract monitoring.	5%	No more than <u>one (1)</u> instance where problems are not identified in a timely fashion that allows for corrective action.	COR/CTM monitoring of Customer feedback.

Notes:

1. Availability is calculated as follows:

$$\text{Availability} = 100 \times \frac{\text{Potential Resource Hours} - \text{Downtime caused by Contractor}^*}{\text{Potential Resource Hours}}$$

* Excludes scheduled outages approved by the customer and exclusive of unscheduled outages which are beyond the control of the contractor such as power outages, hardware failure, etc.

**Schedule of Performance-Based Fee Plan
For
Information Technology Support Services**

Action	Action Official	Schedule
Ensures that performance elements are in place and have been communicated to the Contractor.	PET	Prior to the start of the evaluation period.
Assesses Contractor technical performance and notify the COR of any problems.	CTM	Throughout the evaluation period.
Updates Contractor on performance elements.	COR	Throughout the evaluation period. At a minimum one update will take place at the midpoint of the award fee period.
Determines the weighting of each element and the factors to be evaluated under each performance element for the next award fee period and communicates to the Contractor.	PET	Not to exceed 15 working days prior to the end of the current evaluation period.
Assesses Contractor technical performance and prepares a report, for the PET and Contractor, containing a summary rating and details to support the summary rating.	CTM	Not to exceed 15 working days after the end of the current evaluation period.
Reviews CTM report and prepare response indicating concurrence/non-concurrence and supporting documentation as required.	Contractor	Not to exceed 25 working days after the end of the evaluation period or 10 days after receipt of the CTM reports (whichever comes first).
Prepares report for FDO, with copy to Contractor, based on review of CTM reports and Contractor response.	PET	Not to exceed 30 working days after end of the evaluation period or 5 days after receipt of Contractor response (whichever comes first).

Action	Action Official	Schedule
Provides comments on the PET report to the FDO.	Contractor	Not to exceed 40 working days after end of the evaluation period or 10 days after receipt of PET report (whichever comes first).
Issues the Award Fee Determination Report (AFDR) which consists of the FDO fee determination, justification for the earned fee amount and supporting documentation.	FDO	Not to exceed 60 working days after end of the evaluation period or 10 days after receipt of Contractor response (whichever comes first).